



99900597139732700000457800000045780

Account Number	Bill Date	Amount Due	Due Date	Amount Enclosed
0597139732-7	04/05/2012	\$457.80	04/23/2012	

NOISEBRIDGE  
2215 MARKET ST # 235R  
SAN FRANCISCO CA 94114-1612

PG&E  
BOX 997300  
SACRAMENTO CA  
95899-7300

210.0082

Please return this portion with your payment. Thank you.

\*

## Telephone Assistance

1-800-468-4743  
Assistance is available by  
telephone: Monday - Friday,  
7:00 a.m.-7:30 p.m. and  
Saturday, 7:00 a.m.-4:30 p.m.

## Local Office Address

2225 FOLSOM ST  
SAN FRANCISCO CA 94110

## Account Number

0597139732-7

April 2012

## ACCOUNT SUMMARY

<u>Service</u>	<u>Service Dates</u>	<u>Amount</u>
Electric	03/07/2012 To 04/04/2012	\$425.12
Energy Commission Tax		0.80
Utility Users' Tax		31.88
TOTAL CURRENT CHARGES		\$457.80
Previous Balance		636.45
03/12 Payment - Thank You		636.45-
<b>TOTAL AMOUNT DUE</b>		<b>\$457.80</b>
<b>DUE DATE - 04/23/2012</b>		

For all of your account, billing and service needs, please contact our Business Customer Service Center at 1-800-468-4743.

A common cause of pipeline accidents is damage from excavation. If you plan on doing any digging, augering or moving the earth in any way, such as planting a tree, installing a fence or repairing or installing irrigation lines, please call Underground Service Alert (USA) by dialing 811 at least two working days before you begin. This free service will notify underground utility operators in the area of your planned work. PG&E will locate and mark our underground gas and electric facilities.

**Moving? Please call us anytime, at 1-800-743-5000, to notify us of your new mailing address.**

## Helpful Phone Numbers

<b>Customer Services – English</b> .....	<b>1-800-743-5000</b>
TDD/TTY (Speech/Hearing-Impaired) .....	1-800-652-4712
Servicio al Cliente en Español (Spanish) .....	1-800-660-6789
華語客戶服務電話號碼 (Chinese) .....	1-800-893-9555
Dịch vụ Khách Hàng (Vietnamese) .....	1-800-298-8438
Smarter Energy Line.....	1-800-933-9555
(Residential Energy Efficiency Information)	
Energy Theft Hotline.....	1-800-854-6250
To Request A Claim Form .....	1-800-743-5000
PG&E's website .....	<a href="http://www.pge.com">www.pge.com</a>

## ELECTRIC INDUSTRY DEFINITIONS

- 1. Distribution:** The charge recovers the cost of distributing electricity over low-voltage lines to your home or business.
  - 2. Nuclear Decommissioning:** The non-by passable charge that collects the funds required for site restoration when PG&E's nuclear power plants are removed from service.
  - 3. Public Purpose Programs:** The non-by passable charge that funds state-mandated assistance programs for low-income customers and energy-efficiency programs.
  - 4. Transmission:** The charge that recovers the cost of conveying electricity from power plants over high-voltage lines (including charges for Reliability Services which are the costs of generation required for transmission system reliability).
  - 5. DWR Bond Charge:** The charge that recovers the cost of bonds issued to finance a portion of the historic cost of power purchased by California Department of Water Resources (DWR) to serve electric customers. DWR bond revenues are collected on behalf of DWR and do not belong to PG&E.
  - 6. Generation Charge:** The charge that recovers the cost of the electric commodity incurred by PG&E and DWR to serve bundled customers.
  - 7. Energy Cost Recovery Amount:** These charges are approved by the CPUC and authorized by California Public Utilities Code Section 848 et seq. The purpose of these charges is to pay the principal, interest, and other costs associated with Energy Recovery Bonds (Bonds) that were issued by a Special Purpose Entity (SPE). One of these charges is the Dedicated Rate Component (DRC), which is \$0.00579 per kWh. The right to receive DRC revenues has been transferred to the SPE and does not belong to PG&E. This right is called Recovery Property. PG&E collects the DRC on behalf of the SPE, which uses these funds to pay Bond principal, interest, and other Bond-related costs. The SPE transferred the net Bond proceeds to PG&E to purchase Recovery Property from PG&E. PG&E used the proceeds from the sale of Recovery Property to refinance its bankruptcy Regulatory Asset, which was established by the Commission to help finance PG&E's emergence from bankruptcy.
  - 8. Competition Transition Charges (CTC):** The cost of purchased power agreements, signed prior to December 20, 1995, in excess of a CPUC approved proxy of the market price of electricity as well as a portion of electric industry restructuring implementation costs as authorized by the CPUC.
  - 9. Power Charge Indifference Adjustment (PCIA):** The portion of your bill (either a charge or credit) intended to ensure that customers that purchase electricity from non-utility suppliers pay their share of the costs of generation acquired to serve them, unless otherwise exempt. The PCIA vintage describes the costs of generation a non-exempt customer needs to pay and is based on the generation resources acquired to serve the customer as of when the customer took generation service from the non-utility supplier.
  - 10. Franchise Fee Surcharge:** This surcharge is for franchise fees for electricity purchased from non-utility suppliers as provided in Schedule E-FFS.
- Note:** Customers that purchase both electricity and transportation service from PG&E (Bundled Service) pay charges 1 through 8; Customers that purchase electricity from non-utility suppliers pay charges 1 through 5, plus 7 through 10.

## THIS BILL IS NOW DUE AND PAYABLE

### PAYING YOUR BILL

**By Mail:** Send payment in the enclosed envelope.  
**In Person:** Pay at any PG&E local office or pay station.  
**Unpaid Bill:** May require a deposit as outlined below to reestablish credit and/or result in disconnection of service.  
**Pay By Phone:** 1-866-735-7742. Certain restrictions apply  
**Online:** at [www.pge.com](http://www.pge.com)

### PAST-DUE BILLS

- Residential – The bill is due when you receive it and becomes past due 19 days after the date presented.
- Nonresidential – The bill is due when you receive it and becomes past due 15 days after the date presented.
- Closing bills are considered past due if not paid 15 days after the mailing date for all customers.
- Unable to pay on time? Call to discuss reasonable payment arrangements, special programs and agencies that may be available to assist you.
- You may qualify for reduced rates under PG&E's CARE program. Call PG&E for an application.
- If a residential customer claims an inability to pay and PG&E does not offer reasonable payment arrangements, he/she may contact the CPUC at 1-800-649-7570 or by TDD/TTY at 415-703-2032.

### DEPOSITS (Per PG&E Rules 6 & 7)

- To establish service, PG&E may require a deposit for residential (twice the average monthly bill) or non-residential (twice the maximum monthly bill)
- A deposit to re-establish credit or to increase an existing deposit may be up to twice the maximum monthly bill for residential accounts and may be up to twice the maximum monthly gas charge and electric charge for non-residential accounts, as determined by PG&E.

### RULES AND RATES

The full text of PG&E's rules and rates is available for inspection upon request.  
 Optional rates are available to many customers and may lower your PG&E bills. Call PG&E for details.

### DISPUTED BILLS

Should you question this bill, please request an explanation from PG&E. If you thereafter believe you have been billed incorrectly, send the bill and a statement supporting your belief that the bill is not correct to:

**California Public Utilities Commission (CPUC)  
 Consumer Affairs Branch  
 505 Van Ness Avenue  
 San Francisco, CA 94102**

To avoid having service turned off if the bill has not been paid, enclose a deposit for the amount of the bill made payable to the CPUC. If you are unable to pay the amount in dispute, you must inform the CPUC of your inability to pay. Your service cannot be discontinued for nonpayment of the disputed bill until the CPUC completes its review. The CPUC will review the basis of the billed amount, communicate the results of its review to the parties and make disbursements of any deposit.

The CPUC will not, however, accept deposits when the dispute appears to be over matters that do not directly relate to the accuracy of the bill. Such matters include the quality of a utility's service, general level of rates, pending rate applications and sources of fuel or power.



NOISEBRIDGE  
2169 MISSION ST  
SAN FRANCISCO CA 94110

ELECTRIC ACCOUNT DETAIL

Service ID #: 0597139058  
Rate Schedule: A1 Small General Service  
Billing Days: 29 days

Serial	Rotating Outage Blk	Meter #	Prior Meter Read	Current Meter Read	Difference	Meter Constant	Usage
K	50	1009433799	7,872	8,721	849	1	849 Kwh

Charges

03/07/2012 - 04/04/2012

Electric Charges \$132.58  
Net Charges \$132.58

The net charges shown above include the following component(s).  
Please see definitions on Page 2 of the bill.

Generation	\$47.14
Transmission	10.33
Distribution	47.66
Public Purpose Programs	14.54
Nuclear Decommissioning	0.47
DWR Bond Charge	4.36
Ongoing CTC	3.80
Energy Cost Recovery Amount	4.28

Taxes and Other

Energy Commission Tax \$0.25  
Utility Users' Tax (7.500%) 9.94

TOTAL CHARGES \$142.77

Usage Comparison	Days Billed	Kwh Billed	Kwh per Day
This Year	29	849	29.3
Last Year	29	1,027	35.4

Rotating outage blocks are subject to change without advance notice due to operational conditions.

Generation includes charges for the portion of your energy usage provided by the Department of Water Resources (DWR) and collected by PG&E as DWR's agent. In 2012, DWR projects to return \$252 million to bundled service customers. The average amount returned for each kilowatt hour (kWh) of energy usage provided by DWR is projected to be 20.816 cents. DWR also collects the Power Charge Indifference Adjustment component of the Cost Responsibility Surcharge from Community Choice Aggregation, Direct Access and Transitional Bundled Service customers.

The rates shown above are applicable to bundled service customers. Direct Access and Community Choice Aggregation customers pay only a portion of these rates. Please see the appropriate rate schedule for the applicable charges.

2169 MISSION ST  
SAN FRANCISCO CA 94110

ELECTRIC ACCOUNT DETAIL

Service ID #: 0597139729  
Rate Schedule: A1 Small General Service  
Billing Days: 29 days



## NOISEBRIDGE

Serial	Rotating Outage Blk	Meter #	Prior Meter Read	Current Meter Read	Difference	Meter Constant	Usage
K	50	1009517448	10,801	12,688	1,887	1	1,887 Kwh

Charges**03/07/2012 - 04/04/2012**

Electric Charges	\$292.54	
Net Charges		\$292.54

The net charges shown above include the following component(s).  
Please see definitions on Page 2 of the bill.

Generation	\$104.77
Transmission	22.97
Distribution	103.80
Public Purpose Programs	32.32
Nuclear Decommissioning	1.04
DWR Bond Charge	9.68
Ongoing CTC	8.45
Energy Cost Recovery Amount	9.51

Taxes and Other

Energy Commission Tax	\$0.55
Utility Users' Tax (7.500%)	21.94

**TOTAL CHARGES****\$315.03**

Usage Comparison	Days Billed	Kwh Billed	Kwh per Day
This Year	29	1,887	65.1
Last Year	29	1,976	68.1

Rotating outage blocks are subject to change without advance notice due to operational conditions.

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